



U.S. GOVERNMENT
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MERIT PROMOTION

Vacancy Announcement

ANNOUNCEMENT NUMBER: 04-223

POSITION: Supervisory Customer Contact Specialist

SERIES/GRADE: PG-0301-12

SALARY RANGE: \$60,638 - \$78,826 PA

ISSUE DATE: 07/16/04

CLOSING DATE: 07/29/04

NUMBER OF VACANCIES: Two (2)

ORGANIZATION: Information Dissemination/Superintendent of Documents, Library & Customer Relations Service, Contact Center, Contact Center Teams Contact Center Unit

GEOGRAPHIC LOCATION: Washington, DC

PROMOTION POTENTIAL: None

DURATION OF APPOINTMENT: Permanent

TOUR OF DUTY: Shift 1

OPM NOTICE OF RESULTS REQUIRED: No

CIVIL SERVICE STATUS REQUIRED: No

AREA OF CONSIDERATION: All Sources

SUMMARY OF DUTIES/RESPONSIBILITIES: The Supervisory Customer Contact Specialist within the GPO Contact Center. Supervises a team of Customer Contact Specialists within the GPO Contact Center. The Center is responsible for all contact with the public and the agency's library partners to include all inquiries about both electronic information and for GPO "print" publications, as well as "Ask LPS". Incumbent works in conjunction with the Team Manager to develop performance standards and service level expectations for assigned teams in order to maintain and promote best-in-industry customer service standards. Oversees work schedules of team members according to the needs of the Unit. Directly supervises a staff including one Lead Customer Contact Specialist and approximately five Customer Contact Specialists engaged in receiving, processing and responding to orders and inquiries. Monitors, analyzes and evaluates team performance indicators, service levels, and operational metrics. Recommends changes to staffing levels based upon escalated cases and/or unusual research requests from customers. Prepares position papers, planning documents, and budget requests. Reviews, analyzes and tests new or revised technology, methods and techniques and makes recommendations and/or decisions as to their readiness, accuracy, adequacy and completeness. Participates in the development, design and implementation of standing operating procedures ensuring that workload and responsibilities are equitably distributed and that prescribed principles for information dissemination are preserved. Ensures that effective internal control systems are implemented, maintained, and operated. Initiates or analyzes and evaluates proposed possible alternative courses of action regarding Contact Center policies, procedures, and processes and recommends or decides upon the most suitable of the proposed solutions and/or decisions. Represents the Center, the Service, the Superintendent, and GPO at meetings and professional association conferences, etc. As required, in the absence of the Team Manager, may be designated as acting. Performs other duties as assigned.

QUALIFICATIONS: Applicants must possess 52 weeks of specialized experience equivalent to the next lower grade. Specialized experience is experience, which is directly related to this position and has equipped the applicant with the particular knowledge, skills, and abilities to successfully perform the duties as described above.

***Appointee may be required to serve a one-year probationary period for Supervisory or Managerial positions.**

EVALUATION OF CANDIDATES: If you meet the basic qualification requirements, we will evaluate your application against the knowledges, skills, abilities, and other characteristics (KSAOs) required for this position. This evaluation determines which candidates will be referred to the selecting official for final consideration. Applicants should be specific in documenting these areas in their application materials.

On plain paper, list each of the following knowledges, skills, abilities, and other characteristics (KSAOs) separately and explain how your experience, education, training, self-development activities, appraisals, awards, etc. related to each KSAO and this position. Please limit your narratives to one page per KSAO. KSAO summary statements that address all KSAOs together are not acceptable.

You must submit narrative KSAO statements with your application package. Failure to do so will result in a loss of consideration.

1. Current knowledge of the information technology and information dissemination techniques utilized in call centers in order to supervise Specialists. Knowledge of the customer relations and administrative and technical requirements of call center personnel.
2. Skill in call center operations and with design and data collection methods, analysis of data, measures of program effectiveness, and reporting techniques for analytical studies on technical electronic information dissemination subject matters.
3. Knowledge of the structure, functions, procedures, legislative mandates, and printing and information dissemination regulations of the GPO and other Federal agencies.
4. Skill in communicating, both orally and in writing, information technology and dissemination concepts.
5. Skill in formulating, interpreting, and implementing policy and recommending changes in program goals and policies to upper management.
6. Skill in representing agency view points at high level meetings, requiring the identification and resolution of complex issues, often involving broad cross-cutting and interagency matters, and taking the lead in successfully presenting constructive solutions to such issues in both one-on-one and group settings.

ALL APPLICANTS MUST INCLUDE THE FOLLOWING:

NOTE: Applications will be accepted from status and non-status candidates. Status candidates who wish to be considered under both merit promotion and competitive procedures must submit two (2) complete applications. When one (1) application is received, it will be considered under merit promotion procedures only.

An Optional Form 612, "Optional Application for Federal Employment" (or SF-171), or a resume. If a resume is submitted, it must contain all pertinent data in the OF-612.

Current and former Federal employees must submit copies of their latest annual performance rating and SF-50 as proof of status or reinstatement eligibility. Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply. When one application is received, it will be considered under the federal merit promotion procedures. Applicants eligible under the **Veterans Readjustment Act (VRA)** will also be considered, if this position is being announced at the grade PG-11 level and below. Veterans must submit a copy of their DD-214, "Certificate of Release or Discharge from Active Duty"; if claiming 10-point veterans' preference, submit a SF-15, "Application for 10-Point Veterans' Preference," plus the proof required by that form. Applicants seeking Excepted Appointments based on disabilities must provide certification from a State or District of Columbia rehabilitation counselor indicating that they meet the requirements for and are eligible for an Excepted Appointment based on a physical or mental disability.

SELECTEES MUST SUCCESSFULLY PASS A DRUG TEST BEFORE APPOINTMENT.

GPO MAY PAY RELOCATION COSTS.

OTHER ESSENTIAL INFORMATION:

Applicants must:

- be a United States citizen or national (e.g. resident of American Samoa).
- include their Social Security Number on their application.
- provide the title and length of related courses. For college classes include the number of credit hours (not required if a degree has been earned).
- include the vacancy announcement number and position title on their application.
- describe their duties and responsibilities in their own words; position descriptions may not be submitted.
- meet time-in-grade and qualification requirements by the closing date of this announcement.
- submit a GPO Form 2566, "Report of Merit Promotion Action," if they wish to obtain a report on the status of their application.
- applications and required forms must be postmarked by the closing date of this announcement.

SUBMIT APPLICATION(S) TO:

Information Dissemination/Executive Services

Human Capital Department

U.S. Government Printing Office

Human Capital Office, Room C106, Stop: HCD

732 North Capitol Street, NW

Washington, DC 20401

FAX (202) 512-1292 **OR**

E-mail to: recruitment@gpo.gov (Applicants must specify the job

FOR ADDITIONAL INFORMATION CALL:

(202) 512-1178

TDD (202) 512-1519

title and announcement number in the subject line)

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